

Sharing Lessons Learned

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What We Will Cover

- What is a Lesson Learned?
- Brief history
- The current program
- Society for Effective Lessons Learned Sharing (SELLS)
- Tools for sharing knowledge
- Future enhancements

Definition

- A good work practice or innovative approach that is captured and shared to promote repeat applications
- An adverse work practice or experience that is captured and shared to avoid a recurrence

Lessons Learned Format

Title:

Date:

Identifier:

Lessons Learned Summary: *

Discussion of Activities: *

Analysis: *

Recommended Actions: *

Estimated Savings/Cost Avoidance:

Priority Descriptor:

Work / Function:

Hanford Functional Categories:

Hazard:

ISM Core Function:

Originator:

Contact:

Authorized Derivative Classifier:

Reviewing Official:

Keywords:

References:

* Key fields

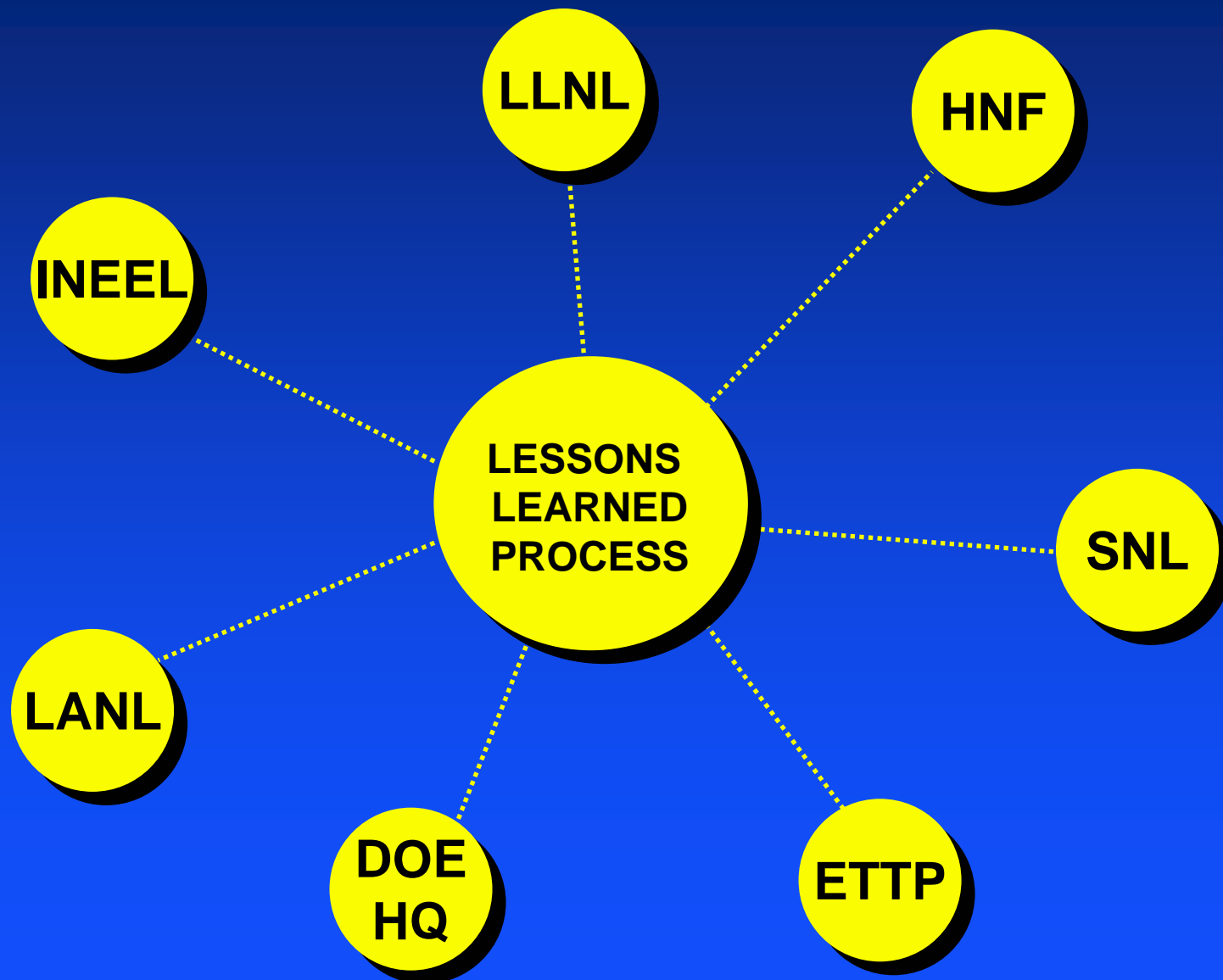
Reasons to Share Lessons Learned

- **Safety** of our workers
- DNFSB criticism of DOE
- PAAA implications
- ISMS Feedback and Improvement
- Saving \$\$\$
- Required by a number of DOE Orders or Standards

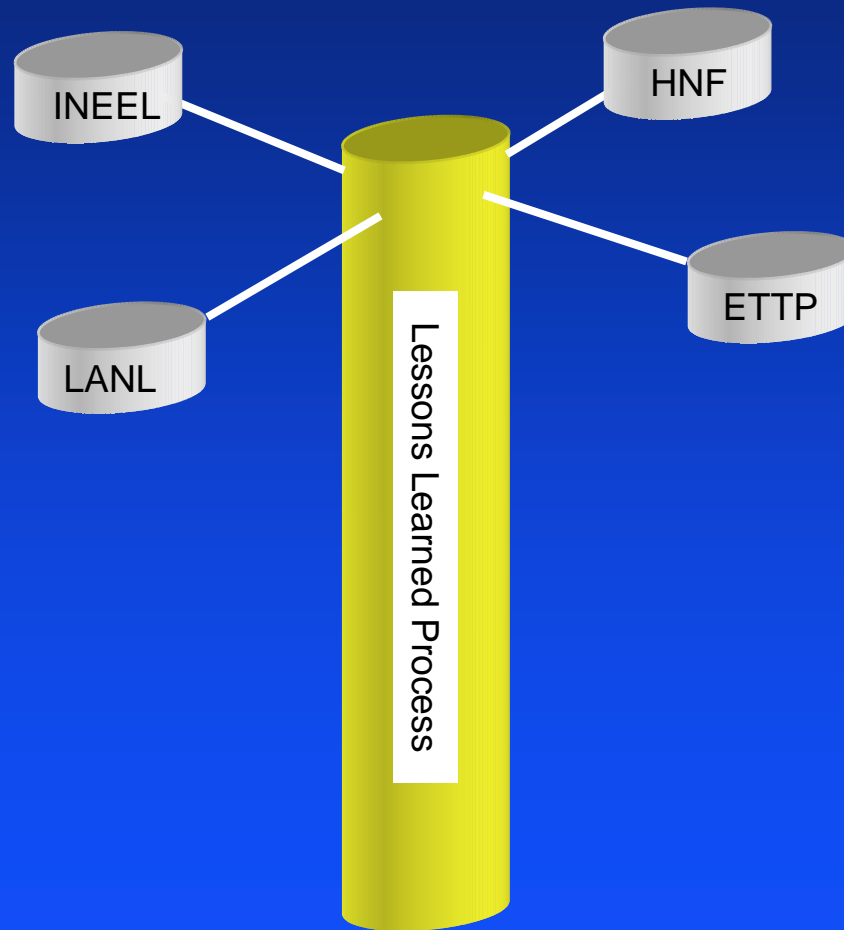
Time Line of Significant SELLS Events



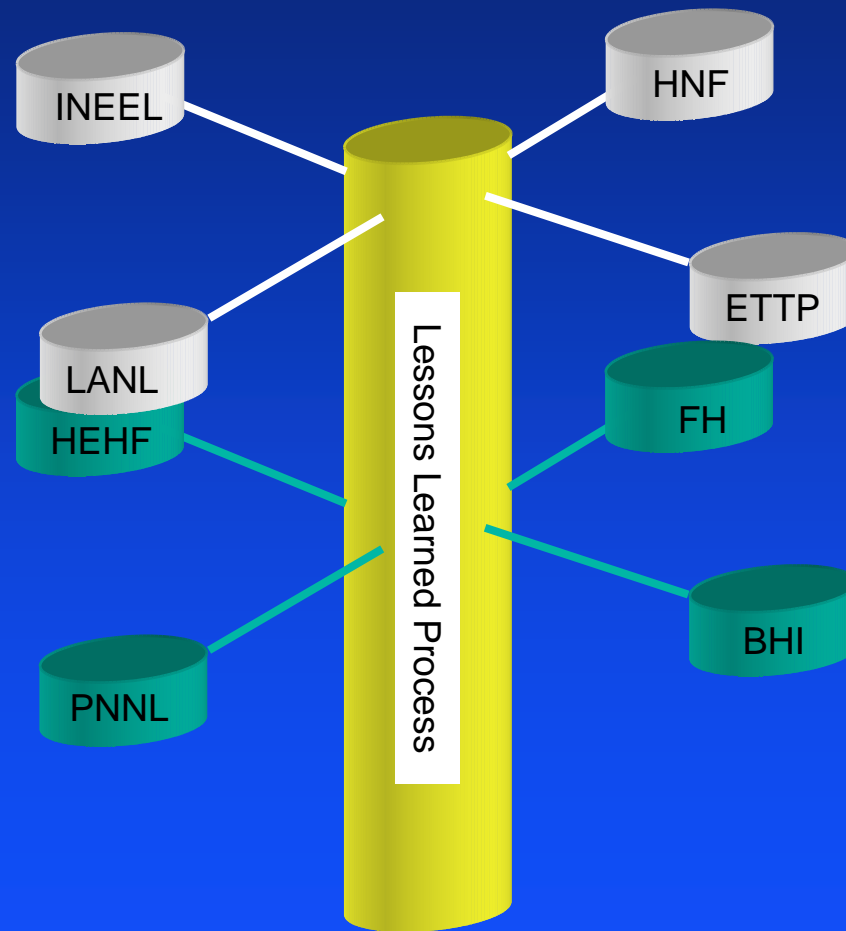
Sharing Across DOE



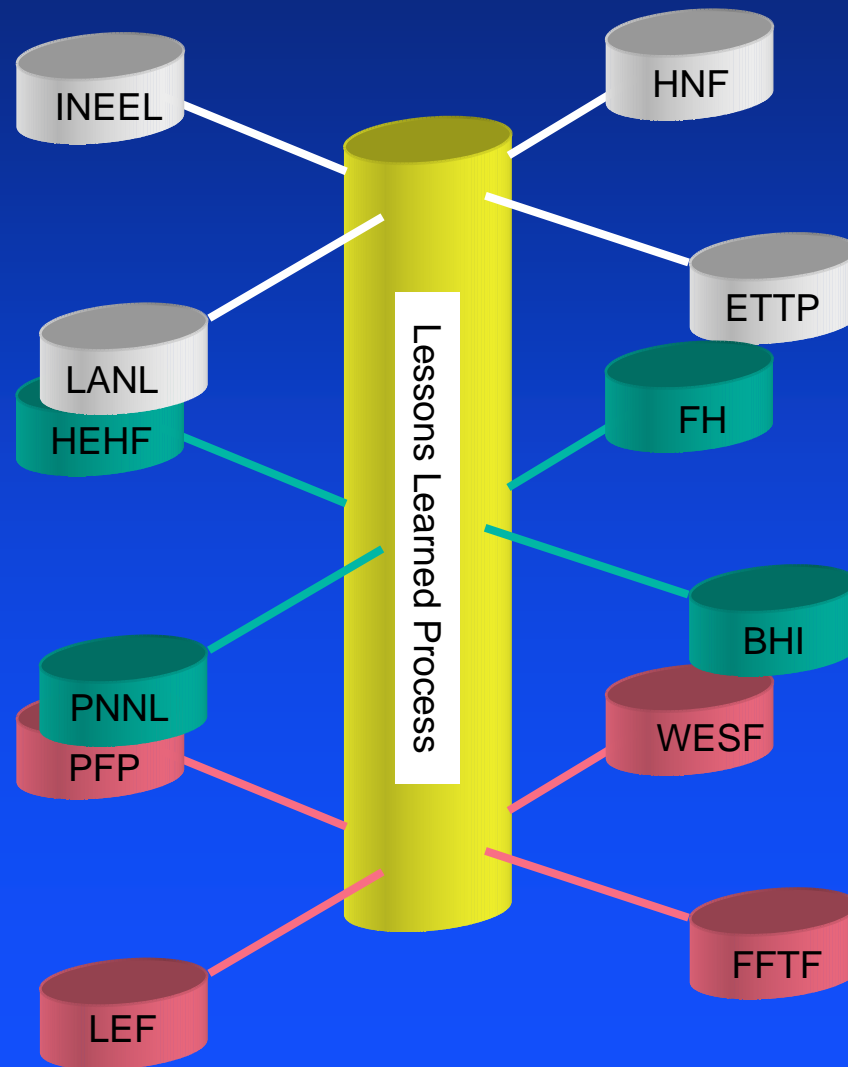
Sharing Across DOE



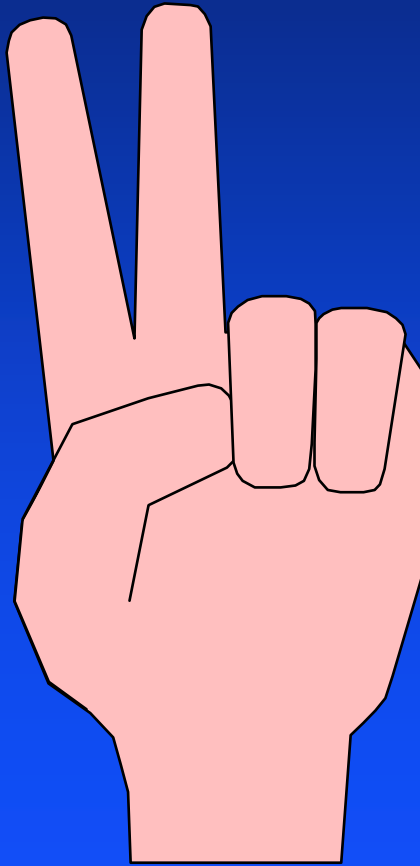
Sharing Across Hanford



Sharing Across PHMC



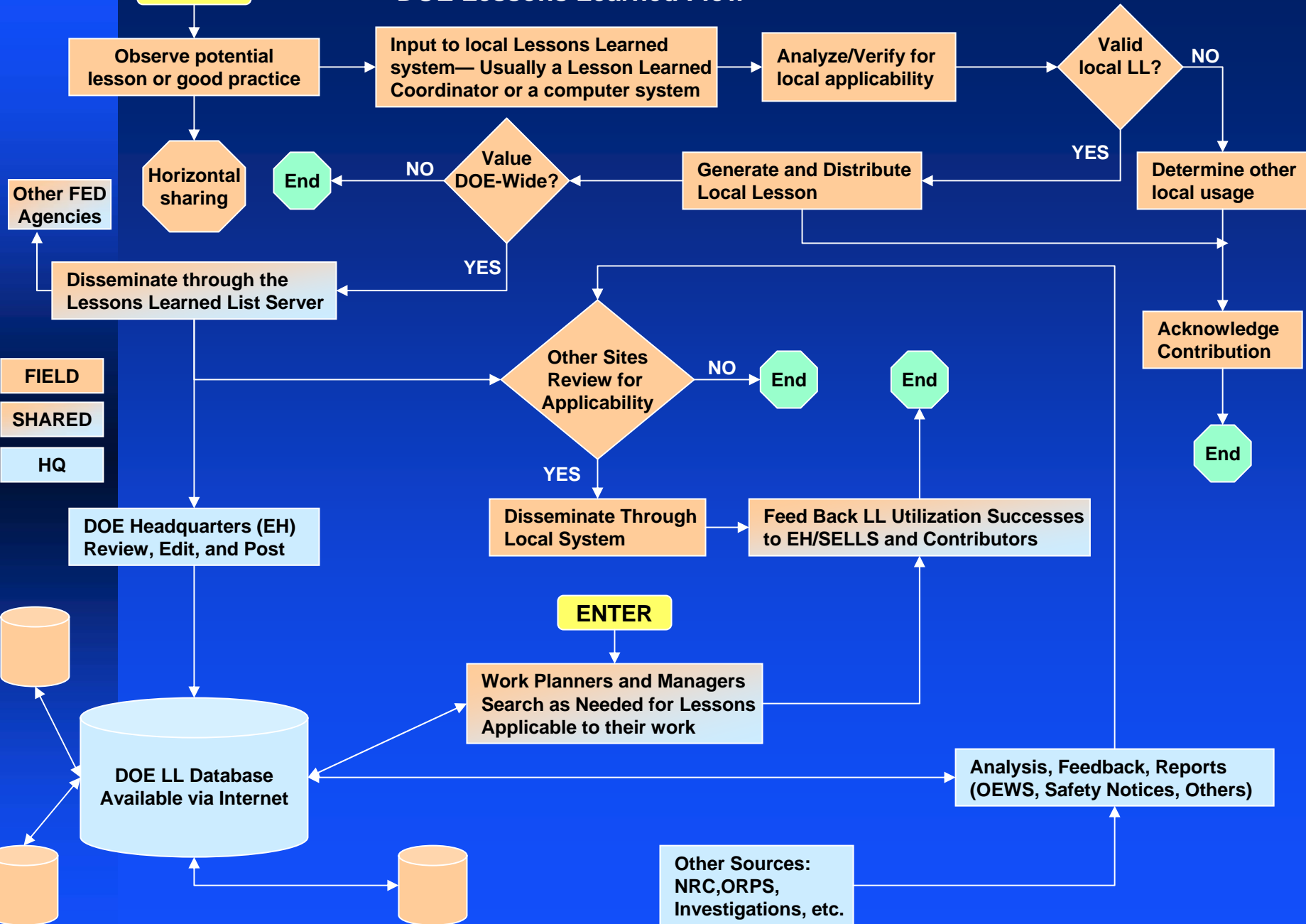
Two-Prong Delivery



- Active (repository)
 - ◆ Easy access
 - ◆ Web enabled
- Passive (delivery)
 - ◆ Tailored distribution
 - ◆ Alerting mechanism

DOE Lessons Learned Flow

ENTER



SELLS

- Chartered by FM-1
- Formed from Process Improvement Team
- Goal is to institutionalize sharing and using LLs
- Members: LLCs, HQ rep, others in DOE, some non-DOE businesses

Tools for Sharing Knowledge

- DOE lessons learned listserver
 - ◆ Internet e-mail
 - ◆ Over 600 subscribers before transition
- SELLS listserver
- Lessons learned Web sites
- Weekly conference calls
- Semiannual meetings

Lessons Learned “On-line”

■ Listservers

- ◆ DOE-LL (Alerts)
- ◆ SELLS (Admin)
- ◆ Subscribe at:
<http://hqlnc.doe.gov/list/SellsListServer.nsf/>

■ Home page

- ◆ <http://www.tis.eh.doe.gov/ll/>

Future Enhancements

- LL Reengineering
- IEEE standard
- Commercial business contacts

Business Contacts

- J.M. Huber
- Colonial Pipeline
- Motorola
- General Motors
- Colgate-Palmolive
- Booz Allen & Hamilton
- Chevron
- BNFL, Inc
- CA Franchise Tax Board
- NASA
- GAO
- U.S. State Department
- Sprint Local Telecomm
- National Park Service
- QSS Group, Inc
- EG&G Defense Materials
- Chemical Demilitarization Project

Conclusion

- Lessons learned can help everyone work safer, more efficiently, and more economically.